

## **REMARKS**

Reconsideration and further examination of the subject patent application in view of the present Amendment and the following Remarks is respectfully requested. Claims 1-27 are currently pending in the application. The drawings have been objected to for failing to comply with 37 C.F.R. 1.84(p)(5), and claims 6, 15, and 25 have been objected to for informalities. Claim 1-7, 10-16, and 19-25 have been rejected under 35 U.S.C. §102(b) as being anticipated over U.S. Pat. Pub. No. 2002/0141404 to Wengrovitz. Claims 8, 17, and 26 have been rejected under 35 U.S.C. §103(a) as unpatentable over Wengrovitz and further in view of U.S. Pat. Pub. No. 2004/0120502 to Strathmeyer et al. ("Strathmeyer") and claims 9, 18, and 27 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Wengrovitz and further in view of U.S. Pat. No. 6,816,912 to Borella et al. ("Borella"). Claims 1, 2, 5, 6, 10, 11, 14, 15, 19, 20, 23, 24, and 25 have been amended for clarification. After a careful review of the claims and cited references, it is believed that the claims are in allowable form and therefore a Notice of Allowance is respectfully requested.

Claims 6, 15, and 25 have been objected to for informalities, and have been amended as suggested by the Examiner to correct the informality. The drawings were objected to for incorrect reference numerals 12, 14, and 20 in paragraphs [0018] and [0020]. The specification has been amended in paragraphs [0015], [0016], [0018], and [0021] to correct these typographical errors. No new matter has been added.

Wengrovitz describes a system and method for establishing SIP sessions between called and calling endpoints in which a SIP server receives a SIP INVITE request and routes the session to the endpoint in the conventional manner after determining an address from caller information

contained in the body portion of the SIP request header. This is entirely different from the claimed system and method of routing a SIP call within an automatic call distribution system while concealing the address of the assigned agent from the caller to maintain anonymity of the agent.

All the independent claims 1, 10, and 19 have been amended to clarify that the claims concern a method/apparatus which sets up the SIP call between the agent selected to handle the call and the caller through a buffer which maintains anonymity of the agent by modifying the source addresses of the agent SIP messages, and then passing them to the caller, while also passing caller SIP message to the agent (see e.g., paragraph 0032-0034).

Claims 1-7, 10-16, and 19-25 have been rejected as anticipated by Wengrovitz. However, Wengrovitz only concerns conventional set-up of SIP calls directly between two endpoints using extra information in the SIP messages to route the call. As a result, Wengrovitz does not disclose setting up the call between a selected agent and the caller, after the ACD system receives initial SIP messages, through a second server or a buffer server. Nor does Wengrovitz teach modifying the source address of the selected agent's SIP messages by substituting that of the second or buffer server to thereby maintain anonymity of the agent. The Office Action identifies the OK response in Wengrovitz as a re-addressed SIP message. However, this is merely a new message (for example, from the agent) in which any source address would be the original source address (e.g., of the agent), not the SIP message from the agent with its source address then modified to that of the buffer or second server. Thus, Wengrovitz does not describe these features. Strathmeyer and Borella also fail to disclose these features.

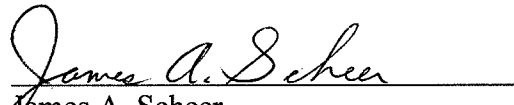
Since all the cited references fail to provide any teaching of these elements, the references

separately or in combination fail to teach or suggest each and every claim limitation and thus all claims 1-27 are believed to be allowable over the cited references.

For the foregoing reasons, applicant submits that the subject application and all pending claims 1-27 are in condition for allowance, and applicant earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920.

Respectfully submitted,

  
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